Essential Information:
An A to Z Guide for Students
Edinburgh and Scottish Borders Campuses
This A to Z guide aims to provide you with essential information on a range of issues you may encounter.

It is not meant to be exhaustive, so if it does not answer your question you should seek the assistance of your personal tutor in the first instance. Please remember that there are a range of support services in the University that are here to help you and you don’t need to struggle through on your own.
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**ABSENCE**

It is extremely important that you keep the University informed if you are unable to attend classes. For a short absence, defined as up to four working days, you will normally need to fill in a self-certification form and submit it to your School Office.

For an extended absence (more than four working days) you should provide medical certificates. See [https://www.hw.ac.uk/students/doc/StudentAttendancePolicyFINAL_July2016.pdf](https://www.hw.ac.uk/students/doc/StudentAttendancePolicyFINAL_July2016.pdf) for the University’s Policy on Student Attendance.

Absence may affect your academic progress, so you should discuss with your personal tutor whether you may need to temporarily suspend your studies or apply for Mitigating Circumstances.

If you are unable to attend an exam or complete an assessment due to an unforeseen absence beyond your control, such as significant illness, you will need to make an application for consideration of Mitigating Circumstances in writing with supporting evidence.

See the [Temporary Suspension of Studies](https://www.hw.ac.uk/students/doc/StudentAttendancePolicyFINAL_July2016.pdf) and [Mitigating Circumstances](https://www.hw.ac.uk/students/doc/StudentAttendancePolicyFINAL_July2016.pdf) sections.

**ACADEMIC APPEALS**

An academic appeal is a formal request by a student for the review of a decision made by the University on the student’s progression, assessment or academic award.

Appeals are a means of redress for students where the University may not have acted in accordance with its own procedures or made a decision that is unfair or inappropriate in a student’s particular circumstances.

There are valid and invalid grounds for an appeal. Appeals made on the basis of academic judgment (for example, thinking that your work deserves a higher grade) or not being aware of published procedures are not grounds for an appeal: [http://www.hw.ac.uk/students/studies/complaints/student-appeals.htm](http://www.hw.ac.uk/students/studies/complaints/student-appeals.htm)

The Student Union Advice Hub can offer independent advice on submitting an academic appeal and have produced a leaflet for guidance: [www.hwunion.com/assets/downloads/hub/appeals.pdf](http://www.hwunion.com/assets/downloads/hub/appeals.pdf)

**Student Union Advice Hub**

**Edinburgh Campus**
See [www.hwunion.com/advice-hub](http://www.hwunion.com/advice-hub) for current opening hours
0131 451 4535
advice.hub@hw.ac.uk

**Scottish Borders Campus**
The student union office (0.060) is just along the corridor from the shop.
union.sbcpresident@hw.ac.uk
ACADEMIC SKILLS AND ASSESSMENT ADVICE

There are a variety of sources of support and assistance to help you develop your academic skills including:

**Power Hours**
The Power Hours programme offers a range of workshops aimed at enhancing information, research, study and IT skills. Workshops include: Citing and Referencing in Academic Writing, Library Essentials, Presentation Skills, Report Writing and How to Stop Putting Things Off and Feel Motivated. Full details of workshops and dates can be found at: [http://www.hw.ac.uk/is/skills-development/power-hours.htm](http://www.hw.ac.uk/is/skills-development/power-hours.htm)

**Study Support** can help you develop academic skills to study effectively. An individual appointment can help you clarify and access what help and support you may need and what you may have to do to develop your skills and study habits. For further details see: [http://www.hw.ac.uk/is/skills-development/study-support.htm](http://www.hw.ac.uk/is/skills-development/study-support.htm)

Isabelle Pottinger
Effective Learning Advisor, Liaison Services
0131 451 3062
i.pottinger@hw.ac.uk

**Subject Librarians**
Each School has its own Subject Librarian who can help you access information and resources you need that are relevant to the subject you are studying as well as helping you evaluate and use what you find. Subject librarian contact details and information on finding material for your subject can be found at: [http://www.hw.ac.uk/is/guides/subject.htm](http://www.hw.ac.uk/is/guides/subject.htm)

**Study Advice and Support for New Students**
[http://www.hw.ac.uk/is/skills-development/get-ready-for-university.htm](http://www.hw.ac.uk/is/skills-development/get-ready-for-university.htm)

**Personal Tutor Meetings**
Make sure you arrange to meet your personal tutor if you have any concerns about your courses, your academic skills or any forthcoming assessments.

**Student Union**
For further guidance and help contact the Student Union
[http://www.hwunion.com](http://www.hwunion.com)

**Online help with Maths**
[http://isguides.hw.ac.uk/content.php?pid=369833&sid=4236724](http://isguides.hw.ac.uk/content.php?pid=369833&sid=4236724)

**Revision and Exams**
[http://www.hw.ac.uk/is/skills-development/revision-exams.htm](http://www.hw.ac.uk/is/skills-development/revision-exams.htm)

**For Scottish Borders Campus:**
[http://isguides.hw.ac.uk/textiles](http://isguides.hw.ac.uk/textiles)
ACCOMMODATION ISSUES, ON AND OFF CAMPUS

Advice and guidance on accommodation issues and options is available from Student Support and Accommodation. General service information can be found at: http://www.hw.ac.uk/student-life/campus-life/accommodation.htm

The Student Union Advice Hub also offers advice on accommodation. For more details go to http://www.hwunion.com/advice-hub/issues

On-campus accommodation Edinburgh:
Lucy Skinner
0131 451 8019
halls@hw.ac.uk

Off-campus accommodation at Edinburgh:
0131 451 8221
flats@hw.ac.uk

On-campus accommodation Scottish Borders:
Christine Kellett
01896 892270
bordershalls@hw.ac.uk

Opening hours for the Student Support and Accommodation office in Edinburgh are Monday to Friday 9.30 to 16.00 during term time. Enquiries for any of the SSA services can be made in person at reception during those hours. 0131 451 3386

Student Union Advice Hub
See www.hwunion.com/advice-hub for current opening hours
0131 451 4535
advice.hub@hw.ac.uk

Scottish Borders Campus
The student union office (0.060) is just along the corridor from the shop.
union.sbcpresident@hw.ac.uk
ASSISTIVE SOFTWARE

We have a variety of assistive technology available at Heriot-Watt University. Our Technology Assistant is here to help you with the enabling technology that we have and can assist you with any queries or support needs.

Murray Kendall, Technology Assistant
0131 451 4349
m.kendall@hw.ac.uk

Find out about the assistive technology available at Heriot-Watt University at:
http://www.hw.ac.uk/students/health-wellbeing/disability/technology/texthelp.htm
**CAREERS ADVICE**

Careers advice and guidance is available to all students and recent graduates to help:

- Develop employability skills
- Identify potential career options
- Help to find work experience / part time work
- Market themselves to employers

More information is available at [http://www.hw.ac.uk/careers/](http://www.hw.ac.uk/careers/)

Careers Advisory Service appointments can be booked online: [http://www.hw.ac.uk/careers/appointment.php](http://www.hw.ac.uk/careers/appointment.php)

There are CV Builder Workshops in the Scott Russell Building (SR 1.13) Monday to Friday from 10:15 to 11:00 and 15:15 to 16:00.

The Careers Services offers a Quick Query Service which you can use to get advice on CVs, application forms, covering letters and personal statements, as well as tips on how to prepare for interviews or assessment centres. The Quick Query Service is available Monday to Friday through online booking at: [http://www.hw.ac.uk/careers/appointment.php](http://www.hw.ac.uk/careers/appointment.php)

 Longer appointments for more in depth advice on issues such as career choice and practice interviews can be booked in the same way.

**Scottish Borders Campus**

High Mill, 007

01896 892157

careersbc@hw.ac.uk

Open: Monday to Friday 9.00 to 17.00

Booked Appointments: Contact to arrange

**CHILDCARE**

There is a nursery based at Edinburgh campus run by an independent company called Pinocchio’s. For further details see: [http://pinocchiosnursery.co.uk/nursery/heriot-watt/](http://pinocchiosnursery.co.uk/nursery/heriot-watt/)

At Scottish Borders campus the Osito Nursery is near the campus and provides childcare for children aged between four weeks to eight years old. For further details see: [http://www.ositonurseryltd.co.uk/80365/info.php?p=2](http://www.ositonurseryltd.co.uk/80365/info.php?p=2)

You are advised to ensure that any nursery or childminder you use is registered with the Care Commission. Information about childcare provision in your area is available from the Scottish Family Information Service [https://www.scottishfamilies.gov.uk/](https://www.scottishfamilies.gov.uk/)

You may be eligible for help with childcare fees through the Childcare Fund. Students wishing to apply must be home students who are fulltime, undergraduate and eligible for student loan support. Students must have applied for the maximum student loan available.

For advice on help with childcare fees you can contact **Student Support and Accommodation**

0131 451 3386

studentsupport@hw.ac.uk

Reception opening times:

Monday to Friday 9:30 to 16:00 during term time.

For **Scottish Borders Campus**

please contact Gillian McLaughlin

Student Advisor

1st Floor, High Mill Building

01896 892178

G.McLaughlin@hw.ac.uk
COMPLAINTS

If for any reason you are unhappy with action taken (or not taken) by the University, or by the standard of service you have received, you may be able to make a formal complaint using the University's Complaints Procedure.

Complaints can be made about issues such as:

- the quality and standard of service or failure to provide a service. This includes academic services and personal support services
- the quality of facilities or learning resources
- the quality and standard of administrative processes
- inappropriate behaviour, attitude or treatment by a member of staff, another student or a contractor

A guide to University complaints policy and procedures for students can be found at: http://www.hw.ac.uk/students/studies/complaints/complaints.htm

Information about the counselling service can be found here: http://www.hw.ac.uk/students/health-wellbeing/counselling.htm

FAQs about counselling: http://www.hw.ac.uk/students/health-wellbeing/counselling/faqs.htm

See also other support resources: http://www.hw.ac.uk/students/health-wellbeing/counselling/other-support-helplines.htm

If you wish to make an appointment go to https://www.hw.ac.uk/students/health-wellbeing/counselling/appointment.htm

Gillian McLaughlin
Student Advisor
Scottish Borders Campus
01896 892178
G.McLaughlin@hw.ac.uk

COUNSELLING

Being a student can be a very positive experience but there are also many challenges to deal with such as being away from home, being in a new country, exam pressures and building new relationships with friends. If you are worried about any issue or are thinking about dropping out of University we can offer you counselling, support, and information to help you deal with the difficulties you may face. It may be that you only need one appointment but can attend more if you wish.

A guide to University complaints policy and procedures for students can be found at: http://www.hw.ac.uk/students/studies/complaints/complaints.htm

Information about the counselling service can be found here: http://www.hw.ac.uk/students/health-wellbeing/counselling.htm

FAQs about counselling: http://www.hw.ac.uk/students/health-wellbeing/counselling/faqs.htm

See also other support resources: http://www.hw.ac.uk/students/health-wellbeing/counselling/other-support-helplines.htm

If you wish to make an appointment go to https://www.hw.ac.uk/students/health-wellbeing/counselling/appointment.htm

Gillian McLaughlin
Student Advisor
Scottish Borders Campus
01896 892178
G.McLaughlin@hw.ac.uk
DISABILITY SUPPORT

Heriot-Watt is committed to equal opportunities and our students are selected for their academic ability. About 450 of our current students have declared a disability to the University. These are mostly students with specific learning difficulties, but others have unseen disabilities such as epilepsy, asthma or diabetes, as well as sensory impairments, physical disabilities, Asperger’s Syndrome and mental health problems.

The Disability Service can provide support and advice on study skills if students have a specific learning difficulty, such as dyslexia, in addition to assistive technology to help students overcome any barriers to learning. We can also speak to your academic School on your behalf.

It is important that you inform us if you have a disability so the appropriate support can be arranged. You may be eligible for additional funding called Disabled Students Allowance; please contact us for further advice.

Disability Advisor Edinburgh Campus:
Lorraine Vallance
0131 451 3509
disability@hw.ac.uk

Scottish Borders Campus:
Gillian McLaughlin
Student Advisor
01896 892178
G.McLaughlin@hw.ac.uk

DISCIPLINARY ISSUES

The University can take action against any student if they have committed an academic offence (such as plagiarism, collusion or cheating in an exam) or a non-academic offense such as improper use of, or damage to, university property, unacceptable behaviour etc. Guidance on University disciplinary procedures is available at: http://www.hw.ac.uk/students/studies/record/discipline.htm

If you are subject to disciplinary proceedings you can seek advice from the Student Union Advice Hub who can provide support, including representation at hearings. For more details see: http://www.hwunion.com/advice-hub/issues

Student Union Advice Hub
See www.hwunion.com/advice-hub for current opening hours
0131 451 4535
advice.hub@hw.ac.uk

Scottish Borders Campus
The student union office (0.060) is just along the corridor from the shop.
union.sbcpresident@hw.ac.uk
**EMAIL**

Make sure you keep checking your Heriot-Watt email at least every two days and use it if you need to contact the University. Sometimes mail from personal e-mail addresses is blocked by the University’s IT systems, so use your Heriot-Watt e-mail to be sure your message gets through to us.

**IT Helpdesk Edinburgh Campus**
Located at the Customer Service Desk in the Library between 10.00 to 17.00
0131 451 4045
ithelp@hw.ac.uk

Scottish Borders Campus
HELPDESK (IT & Facilities)
01896 662645
helpdesk@borderscollege.ac.uk

**EXAM TIMETABLE**

Exam timetable information can be found at:
http://www.hw.ac.uk/students/studies/examinations/timetables.htm

**FAILING A COURSE**

Failing a course may be a setback, but it is not necessarily a disastrous one. Students who have failed can go on to pass resits and still graduate with a good degree.

If you fail a course it is important you discuss this with your personal tutor in the first instance. Your personal tutor will be able to offer advice on how to obtain detailed feedback and suggest sources of support.

For further guidance, see the ‘What should I do if I fail?’ webpage:
http://www.hw.ac.uk/students/studies/examinations/reassessment/what-if-i-fail-.htm

Make sure you know what the resit arrangements are, more details can be found at:
http://www.hw.ac.uk/students/studies/examinations/re-assessment.htm

**Study Support**
http://www.hw.ac.uk/is/skills-development/study-support.htm

**Subject Librarians**
http://www.hw.ac.uk/is/guides/subject.htm
HEALTH

DOCTORS
You are advised to register with a doctor. www.hw.ac.uk/students/health-wellbeing/doctor.htm

Edinburgh campus students can obtain information about Riccarton General Practice here: http://www.riccartongeneralpractice.co.uk/

Scottish Borders Campus
If you are based at the Scottish Borders Campus, you should register with one of the local general practices, you can find details of local GPs here: http://www.nhs24.com/#NHS 24

DENTIST
There is also a dentist on campus, information on Riccarton Dental Practice: http://www.hw.ac.uk/students/health-wellbeing/dentist.htm

Scottish Borders Campus
If you are based on the Scottish Borders Campus the NHS has a list of dentists in the area. http://www.nhsbordersdentists.scot.nhs.uk/#NHS dentists in the Scottish Borders

MENTAL HEALTH
Support is offered to students through the Counselling, Disability and University Health Services. Please see the Counselling section. http://www.hw.ac.uk/students/health-wellbeing/disability/support/mental-health-problems.htm

Information about mental health support including student-led support initiatives is available from the Student Union Advice Hub.

SEXUAL HEALTH
The Advice Hub at Edinburgh Campus offers a free condom service, known as C-Card, through the NHS. It is free to all staff and students.

Student Union Advice Hub
See www.hwunion.com/advice-hub for current opening hours
0131 451 4535
advice.hub@hw.ac.uk

Scottish Borders Campus
The student union office (0.060) is just along the corridor from the shop.
union.sbcpresident@hw.ac.uk
**INTERNATIONAL STUDENT SUPPORT**

The International Student Advisors Office provide a range of support services to international students including:

- Fee Status Assessments
- Information regarding visas, council tax, healthcare, family immigration
- Confidential service to discuss any concerns
- Guidance on visa and immigration issues: [http://www.hw.ac.uk/students/international/uk/visas-immigration.htm](http://www.hw.ac.uk/students/international/uk/visas-immigration.htm)
- Guidance on issues of orientation to life in the UK [http://www.hw.ac.uk/students/international/uk/living-in-the-uk.htm](http://www.hw.ac.uk/students/international/uk/living-in-the-uk.htm)

To see an International Student Advisor students are advised to make an appointment by contacting

**Student Support & Accommodation**

0131 451 3028  
[isao@hw.ac.uk](mailto:isao@hw.ac.uk)

Or by visiting the Student and Accommodation reception between 9.30 and 16.00, Monday to Friday (term time).

For Scottish Borders Campus contact  
Gillian McLaughlin  
01896 892178  
[G.McLaughlin@hw.ac.uk](mailto:G.McLaughlin@hw.ac.uk)

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**IT SKILLS AND RESOURCES**

See the IT Essentials section of the University website [https://www.hw.ac.uk/is/it-essentials.htm](https://www.hw.ac.uk/is/it-essentials.htm) for all the information you need to get started with the range of Heriot-Watt IT resources.

**EUROPEAN COMPUTER DRIVING LICENCE**

You can gain an internationally recognised IT qualification which demonstrates your competence in a range of computer applications.  
[http://www.hw.ac.uk/is/skills-development/ecdladvanced-ecdl.htm](http://www.hw.ac.uk/is/skills-development/ecdladvanced-ecdl.htm)

There are **POWER HOUR** sessions with an IT focus; particularly using IT skills in referencing, designing posters and in thesis writing.  
[http://www.hw.ac.uk/is/skills-development/power-hours.htm](http://www.hw.ac.uk/is/skills-development/power-hours.htm)

You can get answers to your IT questions.  
**For Edinburgh Campus contact**  
phone: 0131 451 4045  
e-mail: [ithelp@hw.ac.uk](mailto:ithelp@hw.ac.uk)  
or in person at the Helpdesk in the Library.

**For Scottish Borders Campus contact**  
[helpdesk@borderscollege.ac.uk](mailto:helpdesk@borderscollege.ac.uk)

A range of **assistive software** is available to all students including:

- Texthelp Read & Write Gold
- Inspiration (for mind mapping)
- AudioNotetaker (for organising recordings of lectures)

Further guidance on available [assistive software](http://www.hw.ac.uk/is/skills-development/power-hours.htm).
MITIGATING CIRCUMSTANCES

The University Policy on Mitigating Circumstances in Relation to Assessment applies to all Heriot-Watt students and all forms of assessment and covers all modes and locations of study.

There are circumstances which, through no fault of your own, mean that an assessment (exams or other assessment) has not accurately measured your ability and your results are not an accurate representation of your expected level of performance. These circumstances are described as ‘mitigating circumstances’. You can submit an application to have mitigating circumstances taken into account.

How to submit an application for consideration of mitigating circumstances

Check in the policy that the circumstances are acceptable grounds for an application see http://www1.hw.ac.uk/committees/ltb/resources/mc-policy.pdf for details. Complete an application form and provide supporting documentary evidence (e.g. medical certificate/letter from counselling staff/police report). The application form as well as further useful information including frequently asked questions can be found here: https://www.hw.ac.uk/students/studies/examinations/mitigating-circumstances.htm

For advice and guidance on mitigating circumstances, contact your personal tutor, Student Support and Accommodation or the Student Union Advice Hub Submit the application and evidence to your School Office as soon as possible (normally within 5 working days) after the events under consideration occur and at least within 5 days of the end of the exam diet. Late applications may not be considered.

Student Union Advice Hub
See www.hwunion.com/advice-hub for current opening hours
0131 451 4535
advice.hub@hw.ac.uk

Scottish Borders Campus
The student union office (0.060) is just along the corridor from the shop.
union.sbcpresident@hw.ac.uk
Money can be a major worry for many students while studying, but the following may be able to help.

- Please ensure you have applied for the full funding available to you. You can check with your funding body for further information.

- Learn how to manage your money properly. Nobody gets this right first time but it is an essential skill to develop. Guidance on how to manage your money can be found here [http://www.hw.ac.uk/students/your-money.htm](http://www.hw.ac.uk/students/your-money.htm)

- If you get into financial difficulty, contact the advisor on your campus as soon as you can. They provide advice on budgeting and administer the Discretionary Hardship Fund and the Childcare Fund. Further information can be found at [http://www.hw.ac.uk/students/money/student-hardship-funds.htm](http://www.hw.ac.uk/students/money/student-hardship-funds.htm)

- Small emergency loans of up to £100 in total (up to £50 per week) may be accessible from the Student Union Advice Hub ([http://www.hwunion.com/advice-hub](http://www.hwunion.com/advice-hub)). In addition, the Advice Hub works with the Edinburgh Food banks to provide emergency food to students in crisis.

- Part Time Work: The Careers Advisory Service provides support to students seeking part time work. For further information see [part-time work](#)

For advice on the Student Discretionary Fund, Childcare Funding or for general guidance, students are advised to make an appointment to see the advisor on their campus.

**Edinburgh Campus**
Lesley West, Student Support Administrator
0131 451 3613
l.p.west@hw.ac.uk

**Scottish Borders Campus**
Gillian McLaughlin
Student Advisor
01896 892178
G.McLaughlin@hw.ac.uk

**Student Union Advice Hub**
See [www.hwunion.com/advice-hub](http://www.hwunion.com/advice-hub) for current opening hours
0131 451 4535
advice.hub@hw.ac.uk

**Scottish Borders Campus**
The student union office (0.060) is just along the corridor from the shop.
union.sbcpresident@hw.ac.uk
PART-TIME WORK

The Job Station, an interactive web resource provided by the Careers Advisory Service can be used to help you find part time work, work experience and volunteering opportunities http://www.hw.ac.uk/careers/jobs/job_bank.php

The Careers Services offers a Quick Query Service which you can use to get advice on CVs, application forms, covering letters and personal statements, as well as tips on how to prepare for interviews or assessment centres. The Quick Query Service is available Monday to Friday through online booking at: http://www.hw.ac.uk/careers/appointment.php

Careers Service at Scottish Borders Campus
High Mill, 007
01896 892157
careersbc@hw.ac.uk
Open: 9.00 to 17.00, Monday to Friday
Booked Appointments: Contact to arrange

PERSONAL TUTOR

Every student has a member of academic staff allocated to them as a personal tutor who will be a key source of advice, guidance and support throughout your degree. Your personal tutor is your first point of contact if you need advice on any issue, both academic and non-academic. Personal tutors can also advise you of other support sources as appropriate. Personal tutors provide a clear point of contact for you throughout your degree.

If you are unsure who your personal tutor is you can find out this information from your School Office

You will have the opportunity to meet your personal tutor early in the semester. You can also contact them at any time to arrange meetings. Personal tutors will expect you to attend any meetings you have arranged, if for any reason you are unable to; you must contact your personal tutor and let them know. You should then re-arrange your meeting for another occasion. https://www.hw.ac.uk/services/docs/personal-tutoring-guidelines.pdf

PEOPLE FINDER

Find a key person on campus by using People Finder http://www.hw.ac.uk/about/contact/people-finder.htm

PROFESSIONAL DEVELOPMENT PLANNING (PDP)

Professional development planning (PDP) is a structured process to help you reflect upon your own learning, performance and achievements. It has been designed to support you in the planning of your professional, educational and careers development.

You can find out more about PDP from: http://www.hw.ac.uk/careers/pdp/index.php

Careers Advisory Service appointments can be booked online: http://www.hw.ac.uk/careers/appointment.php
**SCHOOL OFFICES**

If you have any general enquires you can visit your School Office.

For example, if you need to change your courses or you need to find out who is your personal tutor.

**OFFICE/CONTACT DETAILS**

**Engineering and Physical Sciences**
James Nasmyth 1.09
0131 451 4100
EPSSSO@hw.ac.uk

**Management and Languages**
Mary Burton 1.23
0131 451 3556
smlstudents@hw.ac.uk

**Mathematics and Computer Science**
Earl Mountbatten 1.24
0131 451 3324
macs-schooloffice@hw.ac.uk

**Energy, Geoscience, Infrastructure and Society**
Edwin Chadwick 1.03 / Enterprise Building 1.12
0131 451 8363
0131 451 3807
EGIS-enquiries@hw.ac.uk

**Textiles and Design**
Gayle Poddubecki
School Administrator
High Mill Building
01896 892267
g.poddubecki@hw.ac.uk
**SETTLING INTO STUDENT LIFE**

There are lots of activities and fun things to get involved in at Heriot-Watt and you are bound to find something of interest to you.

**CLUBS AND ACTIVITIES AT EDINBURGH CAMPUS:**
http://www.hw.ac.uk/student-life/campus-life/edinburgh/clubs-activities.htm

**STUDENT UNION SOCIETIES**
http://www.hwunion.com/societies

**SPORTS UNION**
http://www.hw.ac.uk/sports/sports-union.htm

**CHAPLAINCY** (People of all faiths and no religious faith are welcome.)
http://www.hw.ac.uk/chaplaincy/

**SCOTTISH BORDERS CAMPUS**
Contact the Student Union
http://www.hwunion.com/sbc

If you are having difficulties settling in and would like to talk to someone about this, please contact studentsupport@hw.ac.uk

**STUDENT ADMIN ISSUES**

The Student Service Centre at Edinburgh campus provides:
- Issue of ID cards
- Council Tax exemptions
- Update of contact details/addresses
- Transcripts and certifications
- Graduation applications
- Processing payments and dealing with payment-related enquiries
- Providing advice and signposting for students to other University, School and Professional services

For further details see https://www.hw.ac.uk/services/student-service-centre.htm

**Student Service Centre**
See www.hwunion.com/advice-hub for current opening hours
0131 451 3000
StudentCentre@hw.ac.uk

**Scottish Borders Campus**
**Enrolment Process and Student Records**
Gayle Poddubeccki
School Administrator
01896 892267
g.poddubeccki@hw.ac.uk

Fay Lockie
Student Records Assistant
01896 892163
f.lockie@hw.ac.uk
THE STUDENT UNION
ADVICE HUB

Students can access advice, guidance and support independent of the University from the Heriot-Watt Students’ Union Advice Hub. The Student Union Advice Hub will provide guidance or refer you to the appropriate service on any issue you need help with on both Edinburgh and Scottish Borders Campuses.

Students can contact the Advice Hub for:

- Academic Appeals
- Complaints
- Disciplinary Proceedings
- Financial support and advice
- Advice on consumer issues
- Confidential advice and support relating to sexual health and contraception

General information on available services can be found at: http://www.hwunion.com/advice-hub/

Student Union Advice Hub
See www.hwunion.com/advice-hub for current opening hours
0131 451 4535
advice.hub@hw.ac.uk

Scottish Borders Campus
The student union office (0.060) is just along the corridor from the shop.
union.sbcpresident@hw.ac.uk
TEMPORARY SUSPENSION OF STUDIES

In certain situations it may be in a student’s best interests for them to suspend their studies temporarily to enable them to deal with particular issues and return at an agreed date. A Temporary Suspension of Studies (TSS) can be applied for and approved on the basis of genuine medical, personal, financial reasons or military service. Further details can be found at: http://www.hw.ac.uk/students/studies/record/amending-your-enrolment.htm

THINKING OF LEAVING

If you are thinking about leaving university for whatever reason please talk through your decision with a member of staff at the university.

Many students think about leaving university at some stage during their studies. If anything is bothering you or you are thinking about leaving, you can come along to a drop in to speak to a member of support staff to explore and understand all of your options. These may include additional help, a temporary suspension of studies or transferring to another course. We can help ensure that you have all the information and support you need to make the decision that is right for you. For more information go to: http://www.hw.ac.uk/students/studies/leaving.htm

You can attend a drop in during term time:
- Tuesday 14.00 to 16.00 Student Support and Accommodation, Hugh Nisbet Building
- Friday 10.00 to 12.00 Student Support and Accommodation, Hugh Nisbet Building

Alternatively, you can make an appointment or ask any questions you may have by emailing: thinkingofleaving@hw.ac.uk

For Scottish Borders Campus please contact Gillian McLaughlin, Student Advisor
01896 892178
G.McLaughlin@hw.ac.uk

TIMETABLES

Teaching timetables can be found here: http://www.hw.ac.uk/students/studies/timetables.htm

If you are having issues with your timetable you should contact your School Office.
VISION

Vision is Heriot-Watt’s Virtual Learning Environment (VLE) and is a vital learning and communication tool for you and your lecturers, so make sure you log in and check Vision every day.

A Student Guide to VISION can be found here [https://www.hw.ac.uk/is/docs/VisionStudentGuide.pdf](https://www.hw.ac.uk/is/docs/VisionStudentGuide.pdf)

ACCESS PROBLEMS

If you are having trouble accessing or using Vision or have any questions about it you can contact the IT Helpdesk.

MISSING/INCORRECT COURSES SHOWING IN VISION

There are three main causes of this problem:

1. **Newly enrolled students and students who have changed courses;** it takes a day or so to update Vision with changes to student records.
2. **If this is a problem affecting all students;** the course leader may not have made the course live on the system, please contact the member of staff.
3. **You are not registered for the course;** check your registration on-line and make sure that you are taking the correct courses [https://myhwu.hw.ac.uk/HWSAS8/twbkwbis.P_WWWLogin](https://myhwu.hw.ac.uk/HWSAS8/twbkwbis.P_WWWLogin) or check with your personal tutor to see if anything is amiss.

IT Helpdesk

0131 451 4045

ithelp@hw.ac.uk

For Scottish Borders campus:

[helpdesk@borderscollege.ac.uk](mailto:helpdesk@borderscollege.ac.uk)

or in person by visiting the Customer Service Desk in Edinburgh or Scottish Borders Library between 10.00 and 17.00.

YOUR DETAILS

For legal, academic and administrative purposes it is very important that the information the University holds about you is correct and up to date. You can check and amend your personal information by logging in to Student Self Service.

Student Self Service Log In Page:

[https://myhwu.hw.ac.uk/HWSAS8/twbkwbis.P_WWWLogin](https://myhwu.hw.ac.uk/HWSAS8/twbkwbis.P_WWWLogin)